

## CLAIMS

1. (Currently Amended) A voice application creation and deployment system comprising:

a voice application server to create and serve ~~for creating and serving~~ voice applications to clients over a communication network;

at least one voice portal node ~~having access~~ coupled to the communication network, the portal node to facilitate ~~for facilitating~~ client interaction with the voice applications; and

an inference engine executable from the voice application server ~~[[;]]~~ , wherein ~~characterized in that~~ the inference engine is activated at ~~called during~~ one or more predetermined points of an ongoing voice interaction, wherein the inference engine is configured to determine ~~decide~~ whether an inference of client need can be performed ~~made~~ , this determination being based on analysis of ~~existing~~ real-time client data related to the interaction during a pre-determined point in an active call flow of the served voice application and further based on analysis of historical data associated with client interaction, ~~and if an inference is warranted,~~ the inference engine further configured to determine ~~determines~~ which inference dialog is ~~will be~~ executed and inserted into the call flow if an inference is appropriate.

2. (Original) The system of claim 1 wherein the communications network is the Internet network.

3. (Original) The system of claim 1 wherein the communications network is a combination of an Internet and telephony network.

4. (Original) The system of claim 1 wherein the inference engine is part of the application logic maintained in the voice application server.

5. (Original) The system of claim 1 wherein the at least one voice portal is an interactive voice response system combined with a telephony server.

6. (Original) The system of claim 1 wherein the at least one voice portal is a computerized node connected to a data network having access to the Internet.

7. (Original) The system of claim 1 wherein the inference engine is called at pre-determined points in a call flow of an interaction using a voice application.

8. (Currently Amended) The system of claim 1 wherein the inference engine uses session information and ~~[[or]]~~ historical data collected about a caller to determine ~~decide~~ if an inference should be executed.

9. (Currently Amended) The system of claim 1 further comprising a universal grammar adapter adapted to produce universal grammar script from a specialized input, the script transformable into any one of a plurality of scripting languages supported by and referred to as a specification parameter of a speech-to-text or ~~[[/]]~~ text-to-speech engine.

10. (Original) The system of claim 1 wherein the inference dialogs are multi part composites of separate dialogs.

11. (Currently Amended) The system of claim 1 wherein the related data includes at least one ~~or a combination~~ of caller line identification, caller number identification, and caller history data.

12. (Original) The system of claim 1 wherein the related data is mined for statistics that are compared with an inference model to determine a particular inference.

13. (Original) The system of claim 1 further comprising an inference model, including an ontology set and a semantic index.

14. (Original) The system of claim 1 wherein the inference engine causes generation of voice dialog from a base of semantics.

15. (Original) The system of claim 1 wherein the inference engine causes an inference to occur at more than one time during the course of an interaction.

16 - 27. Canceled.